



Department of Child Services DCS Hotline Fact Sheet November, 2010

How We are Performing

Total Number of Calls Handled During November	11,145
Average Number of Calls per Business Day	492
Average Number of Calls per Weekend/Holiday	135
Average Speed of Answer for Law Enforcement with Access Code	48 Seconds
Average Speed of Answer for non-law enforcement calls	2 minutes, 43 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 53 Seconds
Total Number of Calls Received Year to Date	93,303

